Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Labor Commission	56 22	56 22
Customer Company Total	56 22	56 22

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Labor Commission	56 3	56 3
Customer Company Total	56 3	56 3

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents **Bottom Number -Average time in hours**	
Customer Company	**Low**	**ATTIR Total**
Labor Commission	56 0.21	56 0.21
Customer Company Total	56 0.21	56 0.21

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Labor Commission	56 5	56 5
Customer Company Total	56 5	56 5

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Labor Commission	56 2.23	56 2.23
Customer Company Total	56 2.23	56 2.23

Labor Commission

Detail

INC000000371480	James E Johnston	Application	None	Novell GroupWise	TIR Missed: Yes	TIR:	1.04
Application Services	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	35.68
INC000000372195	Tonya Gallegos	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.80
INC000000373032	Terri Devries	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.47
INC000000373529	Ami Windham	None	None	None	TIR Missed: No	TIR:	0.13
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000374594	Patsy Ortega	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.79
INC000000374747	Neira Acevedo-Ramos	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.85
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	3.69
INC000000374811	Jamie Kittrell	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.31
INC000000375574	David Lamb	PC/Laptop	None	Microsoft Windows 7	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375716	Louis Silva	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.08
Voice Operations	Britany Finlay	Labor Commission	Low	Closed	TTR Missed: No	TTR:	5.60
INC000000375857	Terri Devries	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000376009	Morgan Jewkes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000376067	Shirley Cordova	Application	None	None	TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	7.18
INC000000376132	Terri Devries	Application	Reporting	Adobe Acrobat	TIR Missed: No	TIR:	0.12
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	7.00
INC000000376138	David Lamb	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000376885	Shaheen Safiullah	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.86
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	3.25
INC000000377424	David Lamb	None	None	None	TIR Missed: No	TIR:	0.19
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.19

Labor Commission

INC000000377431	Heather Gunnarson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377486	Monica Smith-Austen	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377805	Christin Torres	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed		TTR Missed: No	TTR:	2.43
INC000000377946	Elena Bensor	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000378902	Elena Bensor	Wireless Connectivity	None	None		TIR Missed: No	TIR:	0.50
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000379346	Michael Allison	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.37
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000379644	Stephanie Carrillo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000380133	Tammy Baker	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.22
Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.24
INC000000381004	Kate McNeill	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000381015	Kate McNeill	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.11
Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.28
INC000000381024	Stephanie Carrillo	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000381165	Karla Rush	Application	Reporting	None		TIR Missed: Yes	TIR:	1.09
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: Yes	TTR:	6.30
INC000000381732	Joy Lawrence	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.75
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed		TTR Missed: No	TTR:	2.48
INC000000382695	David Lamb	Application	Error	Action Request System		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000382950	Sara Danielson	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000383047	David Lamb	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Capitol Hosting	Danny Black	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.33
INC000000383166	Karla Rush	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.06

Labor Commission

INC000000383267	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.39
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.39
INC000000383282	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.26
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.26
INC000000384046	Jerry Pincock	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.73
INC000000384058	Ron D Long	Application	Error	PGP		TIR Missed: No	TIR:	0.88
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	3.43
INC000000384159	Neira Acevedo-Ramos	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.14
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.41
INC000000384376	Gina Spjut	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	5.58
INC000000385051	Ami Windham	None	None	None		TIR Missed: No	TIR:	0.47
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.48
INC000000385215	Alicia Zavala-Lopez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.64
INC000000385648	David Lamb	None	None	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.47
INC000000386019	Blaine Holdaway	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.27
INC000000386163	Dawn Cornell	Network	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	
INC000000386167	Cheryl Luke	Network	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	
INC000000386586	Bobie Tupou	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	1.78
INC000000386879	Monica Smith-Austen	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR:	0.12
Voice Operations	Lois Schow	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.38
INC000000387517	Brent Asay	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.47
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	3.01
INC000000387532	Brent Asay	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000387547	Alicia Zavala-Lopez	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.13
Voice Operations	Romanza Hamblin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.54

Labor Commission

INC000000388177	David Lamb	Application	None	None		TIR Missed: No	TIR:	0.30
	Voice Engineering	Julie Johnson	Labor Commission	Low	Resolved	TTR Missed: Yes	TTR:	8.78
INC000000389303	Holly Lawrence	PC/Laptop	None	None		TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.64
INC000000389748	Terri Devries	Storage	None	None		TIR Missed: Yes	TIR:	1.54
	Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	2.43
INC000000390021	Louis Silva	None	None	None		TIR Missed: No	TIR:	0.33
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000390812	Alicia Zavala-Lopez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.30
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	6.00
INC000000391421	David Lamb	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.21